

Employee FAQs

Q: DO I HAVE TO HAVE TOUCH-TONE SERVICE TO ACCESS THE SUBFINDER SYSTEM?

A: No, but you do need a telephone that is tone/pulse switchable. The phone must be set on the 'tone' setting anytime you are communicating with SubFinder. The system can also be accessed on WebConnect at <http://www.clayton.k12.ga.us>.

Q: DO I HAVE TO REGISTER IN ORDER TO USE SUBFINDER?

A: Yes. You should call in and register before reporting your first absence.

Q: DO I HAVE TO REGISTER EVERY TIME I CALL IN?

A: No. You only have to register once.

Q: CAN I ASSIGN OR REQUEST A PARTICULAR SUBSTITUTE, AND IF SO, HOW?

A: To request a substitute, you will need the substitute's SubFinder assigned ID number. A list of these numbers should be available in your schools office. If the substitute is unavailable for any reason, the system will notify you at the time of the call and allow you to choose another substitute.

Q: DO I NEED TO REMEMBER MY JOB NUMBER?

A: Yes. The job number is your confirmation that SubFinder has accepted your absence. You will also need this number if you need to cancel the absence.

Q: WILL I HAVE THE SAME JOB NUMBER FOR ALL MY ABSENCES?

A: No. Every new absence reported receives it's own job number.

Q: IF I AM GOING TO BE ABSENT FOR SEVERAL DAYS IN A ROW, DO I HAVE TO ENTER A NEW ABSENCE FOR EACH DAY?

A: No. From your Main Menu select option #1 - To Report An Absence and then select option #3 - To Enter Specific Dates and Times.

Q: IF I HAVE MULTIPLE POSITIONS, AND THE SYSTEM ONLY KEEPS TRACK OF TWO, HOW WILL MY SUBSTITUTE KNOW ABOUT THE OTHERS?

A: When you record your name, include your positions. For Example: "Jane Doe, I teach 3 PE classes and 2 Health classes. I also supervise the Drill Team." You may also use the Special Instructions to provide this information, giving greater detail.

Q: SHOULD I CONTINUE TO FILL OUT AN ABSENCE FORM?

A: Each school will decide that. Most schools still require you to complete forms with each absence. All paperwork for personal leave or any other type of leave still needs to be completed. **Personal leave and other leaves need to be entered into the SubFinder through the office.**

Q: CAN I FIND OUT IF MY ABSENCE HAS BEEN FILLED AND WHO HAS ACCEPTED IT?

A: Yes. If you call in and review your absences (option #2 from your Main Menu), and the absence has been filled, SubFinder will tell you the name of the substitute. If SubFinder doesn't tell you who is filling your absence it means that the absence is still unfilled.